

Sierra Health and Life

2019 Quality Improvement Workplan

for Commercial Members

Sierra Health and Life prepares a work plan each year that shows the quality projects that are in place. Sierra Health and Life's *2019 Quality Improvement Workplan* spotlights projects that help maintain the quality of health care and services for health plan members.

Key Focus Areas in the 2019 Quality Improvement Workplan:

- ▯ Adult Health
- ▯ Child and Adolescent Care
- ▯ Women's Health
- ▯ Management of Chronic Conditions
- ▯ Behavioral Health and Substance Abuse
- ▯ Customer Service
- ▯ Member Satisfaction
- ▯ Patient Safety
- ▯ Access & Availability

Sierra Health and Life 2019 Quality Improvement Workplan

Project Name	Key Objectives/Activities
Adult Health	
Colorectal Cancer Screening	<ul style="list-style-type: none"> Continue to improve the colorectal screening rate for members aged 50 to 75 years old.
Adult BMI Assessment	<ul style="list-style-type: none"> Improve the rate of adults ages 18 to 74 who had an outpatient visit in the last two years and had their BMI documented.
Child and Adolescent Health	
Childhood Immunizations	<ul style="list-style-type: none"> Improve the rate of childhood shots for children aged 2 years old.
Well-Child Visits	<ul style="list-style-type: none"> Improve rate of children who obtain well-child visits in the third, fourth, fifth and sixth years of life.
Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescent	<ul style="list-style-type: none"> Improve BMI percentile and counseling for nutrition and physical activity.
Follow-up care for children prescribed ADHD medication	<ul style="list-style-type: none"> Improve the number of children 6 to 12 years old who have had at least three follow-up care visits within a 10-month period, one of which was within 30 days of the first ADHD medication dispensed.
Women's Health	
Breast Cancer Screening	<ul style="list-style-type: none"> Improve the breast cancer screening (e.g., mammogram) rate for women aged 50 to 74 years old.
Management in Women who had a Fracture	<ul style="list-style-type: none"> Improve the rate of women 67 years who suffered a fracture and who had either a bone mineral density test or prescription for a drug to treat or prevent osteoporosis in the 6 months after the fracture.
Prenatal and Postpartum care	<ul style="list-style-type: none"> Improve the frequency and rates of timely prenatal and postpartum care for women.
Cervical Cancer Screening	<ul style="list-style-type: none"> Improve the cervical cancer screening (e.g., Pap smear) rate for women aged 21 to 64 years old.
Management of Chronic Conditions	
Comprehensive Diabetes Care	<ul style="list-style-type: none"> Improve care for members 18 to 75 years old with diabetes. Improve the numbers of members who receive key diabetes tests and exams. These tests and exams include hemoglobin A1C, eye exams, and high blood pressure and kidney disease monitoring tests.
Medication Management for People with Asthma	<ul style="list-style-type: none"> Improve the rate of members age 5 to 64 years old who were identified as having persistent asthma and were dispensed appropriate medications that they remained on during the treatment period.
Controlling Blood Pressure	<ul style="list-style-type: none"> Improve the rate of members ages 18 to 85 years old with a diagnosis of hypertension whose blood pressure is adequately controlled. (<140/90).
Member Satisfaction	

Member Satisfaction	<ul style="list-style-type: none"> • Improve the numbers of health plan members who are satisfied with the health plan. • Look at how satisfied health plan members are with programs designed to help them stay well including Disease Management Program, the Case Management Program and Telephone Advice Nurse Line.
Patient Safety	
Patient Safety	<ul style="list-style-type: none"> • Educate health plan members more about how to use medications safely. • Ensure that health plan members complete advance directives through the Southwest Medical Associates' medical group. • Monitor providers' medical records for compliance with standards and privacy laws. • Assess member satisfaction using complaints/appeals and satisfaction data to identify opportunities for improvement. • Work with health care providers to improve the discussions between health care providers and members. • Improve the coordination of care between primary providers and other providers such as hospitals, home health agencies, skilled nursing facilities and surgical centers. • Facilitate activities to increase cultural competency in all areas of healthcare delivery.
Practitioner Availability	<ul style="list-style-type: none"> • Ensure that health plan members have access to medical and behavioral health care providers for routine, urgent and after hours care in all service areas.